



# COUNTY OF LOS ANGELES CHILD SUPPORT ADVISORY BOARD

Los Angeles County  
Board of Supervisors

Gloria Molina  
Yvonne Burke  
Zev Yaroslavsky  
Don Knabe  
Michael D. Antonovich, Mayor

2006

## PUBLIC MEMBERS

### **First District**

Vacant  
Vacant

### **Second District**

Paula G. Leftwich  
John O. Murrell

### **Third District**

Lucy T. Eisenberg, Esq., Chair  
Janice Kaminer-Reznick, Esq.

### **Fourth District**

Jean F. Cohen  
Maria Tortorelli, Esq.

### **Fifth District**

Reginald Brass  
Susan Speir, Vice Chair

## CHILD SUPPORT ADVISORY BOARD MINUTES

May 19, 2005

### Present

### Absent

1<sup>st</sup> District, George Gliaudys, Jr., Esq.  
3<sup>rd</sup> District, Lucy T. Eisenberg, Esq.  
4<sup>th</sup> District, Jean Cohen  
5<sup>th</sup> District, Susan Speir

1<sup>st</sup> District, Jane Preece, Esq.  
2<sup>nd</sup> District, Paula Leftwich  
2<sup>nd</sup> District, John Murrell  
3<sup>rd</sup> District, Betty Nordwind, Esq.  
4<sup>th</sup> District, Maria Tortorelli  
5<sup>th</sup> District, Reginald Brass

## GOVERNMENT MEMBERS

### **Chief Information Office**

Jon W. Fullinwider

### **Department of Children and Family Services**

David B. Sanders

### **Department of Public Social Services**

Bryce Yokomizo

### **Child Support Services Department**

Philip Browning

### **Los Angeles Superior Court**

David Jetton

Chief Information Office,  
Jim Hall for Jon Fullinwider  
Child Support Services,  
Lori Cruz, Deputy Director

Department of Public Social Services,  
Rosie Ruiz for Margaret Quinn  
Superior Court, David Jetton

CA Department of Child Support Services,  
Annette Siler

Children and Family Services,  
Patti Griffin  
Franchise Tax Board,  
Debbie Strong

### Guests

Julie Paik, Deputy Director

Wayne Doss, CSSD

Gail Juiliano, CSSD  
Lawrence Hill, SEIU Local 660

## EX OFFICIO MEMBERS

### **California Department of Child Support Services**

Mary Lawrence

Lisa Garrett, CSSD

### Staff

### **Franchise Tax Board**

Lee Millen, Board of Supervisors  
Twila P. Kerr, Board of Supervisors

## CALL TO ORDER

Due to the lack of a quorum, *Chair Eisenberg* called the meeting to order as a Committee of the Whole at 9:35 a.m. in the CSSD Headquarters' meeting room.

## APPROVE MINUTES OF APRIL 21, 2005

Approval of the minutes was deferred, and corrections were suggested.

### **BOARD CHAIR'S REPORT**

There was none.

### **DIRECTOR'S REPORT**

Lori Cruz, Deputy Director, CSSD, reported the following:

- Director Browning met recently with State Assembly Members regarding opposing AB 667 (Jones), child support enforcement; and
- CSSD's allocation has been received in the same amount as last year;

Lawrence Hill, Local 660, reported that this past Monday several counties met with Assemblymember Jones regarding AB 667, and clarified some misconceptions.

### **DISCUSS PERFORMANCE MEASURES, including data on intake benchmarks**

In response to Vice Chair Speir, Julie Paik, Deputy Director, reported that in regards to the decrease of the number of calls handled and the increase of wait time on the phone, this has been addressed and improvement is expected in about 6 weeks.

Following further discussion, Chair Eisenberg requested a report back next month regarding the significant increase of reserved orders, and the use of minimum wage versus actual earnings.

### **PUBLIC COMMENT**

There was none.

### **DISCUSS WHETHER TO CHANGE THE DATE OF MONTHLY CSAB MEETINGS**

Pending further discussion, the CSAB will meet at the Hall of Administration next month.

### **DCSS REPORT – TO INCLUDE: POLICY IN OTHER COUNTIES REGARDING RESERVED ORDERS – I.E. HOW CASES WITH NO EARNINGS HISTORY ARE HANDLED; UPDATE ON CSAS**

Annette Siler, Regional Administrator, DCSS, reported the following:

- Existing policy will be identified and she will report back regarding reserved orders and zero orders (Chairperson Eisenberg suggested that if it is not a state policy, she can refer to what other county practices are);
- The CSAS Project, SDU rollout is scheduled in October 2005, with early certification in September 2006;

- The CSAS Phase II is ongoing, and work on software design has been time consuming;
- The 2004-05 Budget reveals no changes on local allocations; the 2005-06 Budget includes the FAP; the State Assembly reduced the DCSS budget by \$120 million; however, the State Senate did not take that position; the DCSS has been asked to report on its administrative costs versus court operations; and the State Budget hearings are ongoing and budget approval is anticipated;
- The DCSS does not have an official position on AB667; and
- The DCSS is drafting the scope of work required for a third party to evaluate the cost and effectiveness of the DCSS program, including the validity of the budget allocation methodology.

#### **FURTHER EXPLANATION ON CATEGORIES OF RESERVED ORDERS AND REPORT ON DECISION REGARDING ANNUAL LETTER TO CP'S WITH RESERVED ORDERS**

Lori Cruz, Deputy Director, reported that in reserved orders the court reserves jurisdiction to make an order in the future, and in zero orders the court finds that the NCP has no income. The two categories are needed in instances when the CP chooses not to accept child support services, the child is no longer in placement, and/or the CP has no income.

Ms. Cruz presented a brief summary of case work data, including reserved orders/zero orders in the El Segundo and Encino office. A policy is in effect since January 2005 (for CPs with reserved orders) to replace presumed income with a reserved order if evidence of earnings can not be identified. Phase II of this new policy is to review all of these cases every four (4) months. Staff has forwarded an income expense declaration to employers of record on 89 verified cases, identical addresses for NCPs and CPs have been identified, and the annual letter invited CPs to report back on CP/NCP income data; however, no responses have been received to date. Vice Chair Speir requested a copy of the annual letter.

Following discussion, Ms. Cruz agreed to provide a draft letter next month and modify the letter to include a CSSD contact number; she suggested that SPUNK could be listed as a referral.

In response to Chair Eisenberg, Gail Juiliano reported that September 2004 and January 2005 reserved orders data differs significantly (22%/42%) due to the use of improved locate tools beginning in mid-year 2004.

#### **REPORT ON NEW PROCEDURE FOR DOCUMENTING WELFARE FRAUD**

Lori Cruz reported that a new procedure is in place to forward DPSS welfare fraud referrals to all Divisions; an investigation could be initiated. Following

further discussion, Ms. Cruz agreed to report back in July 2005 regarding current CSSD written policy, training updates, affidavits received from DPSS, and the in-house process followed.

#### **UPDATE ON WHAT HAS BEEN LEARNED AND WHAT IS BEING DONE REGARDING ORDERS FOR MEDICAL INSURANCE**

Gail Juiliano, Chief, QAPI, reported on medical insurance as a new measurement if approved at the federal level for implementation. CSSD has requested a Quality and Productivity Commission grant to initiate a special project to review the process, and a consulting group has been identified that can provide a listing of NCPs with medical insurance.

The ARS does not have a medical enforcement feature; however, ARS generates a letter to the CP when the Employer/NCP has advised that he has family medical insurance. Also, Wayne Doss, CSSD, noted that instructions are given to employers regarding the enrollment of dependent children; however, requests for enrollment are not honored by the employer if the projected insurance premium and child support payment exceeds 50% of the NCP's monthly income.

In response to Vice Chair Speir, Lisa Garrett reported that the Employer Forum thoroughly reviews the child support process, and does address medical insurance enrollment. Ms. Garrett invited Members to attend the forthcoming Forum on June 23, 2005 at the Botanical Gardens in the City of Palos Verdes.

#### **RESULTS OF BPR CAMPAIGN PROJECT USING CWQT TO IMPROVE COLLECTIONS FROM WAGE ASSIGNMENTS**

Wayne Doss reported that the BPR Campaign Project Phase I (CWQT) has been implemented, and Phase II (Working Wage Assignments) will be implemented in August 2005. Mr. Doss distributed a matrix tracking CWQT by Divisions (copy on file); Co-Locate was added in April 2005, and the QAPI report will be added in May 2005. Staff training was provided in January 2005, and the use of CWQT functions has increased significantly in each Division. CWQT looks at the most recent data provided by the federal case registry and seems to be the principal method of identifying NCPs.

Following discussion, Chair Eisenberg requested a report back on the change in wage assignments and the current employer, to demonstrate the project's efficacy. Ms. Paik advised that wage assignments are being studied/analyzed, and that staff can report back in August. Chair Eisenberg advised that a decision on whether to meet in August will be discussed next month.

#### **MATTERS NOT ON THE POSTED AGENDA (to be presented and placed on a future agenda)**

There was none.

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### **ADJOURNMENT**

The meeting adjourned at 12:15 p.m.